

## Driving Order Accuracy and Cost Savings with a Custom AI Scale



### OVERVIEW

NEXA® partnered with a global quick-service restaurant group to develop a custom AI-powered scale designed to verify the accuracy of food orders before they leave the restaurant. By weighing the complete order prior to handoff, the device ensures all items are present, preventing mistakes like missing items or incorrect portions.

### KEY HIGHLIGHTS

**50%** fewer refunds due to improved accuracy.

**1** second or less for order verification.

**30%** reduction in missing item claims.

### PARTNERS

Android  Qualcomm

### NEXA

NEXA (formerly Social Mobile) is the leading provider of enterprise mobility solutions. We are an IoT design firm that specializes in developing custom devices for the world's biggest companies. As one of Google's validated Android Enterprise Gold partners, we handle every aspect of our clients' mobility needs.

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### CHALLENGE

The client faced ongoing issues with order accuracy in high-volume delivery environments. Missing items, mistaken substitutions, and sealed packaging prevented effective verification, leading to costly disputes and refunds. Research shows missing items can represent over 40% of customer complaints, highlighting both financial and reputational risks.

### SOLUTION

#### AI-Enhanced Hardware

Ruggedized smart scales were engineered with built-in AI models that not only captured precise weights but also contextualized them, detecting anomalies with over 99% accuracy. This intelligence enabled the system to recognize subtle discrepancies invisible to traditional verification methods.

#### Software Integration

The AI engine integrated with restaurant systems, cross-referencing measured weights against digital order data. When inconsistencies arose, the AI instantly flagged potential issues, delivering real-time alerts so staff could correct mistakes before orders left the store. This reduced human error and ensured consistent, AI-backed quality control.

#### Simplified Management

AI Scales were provisioned through Android's zero-touch enrollment and can be remotely configured, monitored, and updated using Mambo® EMM. This ensures consistent performance across locations, reduces IT overhead, and provides the client with full visibility and control over their scale fleet.

### CONCLUSION

Weigh-scale verification with the AI Scale offers a practical, scalable, and cost-effective solution for restaurants seeking greater order accuracy in the fast-growing food delivery sector. By reducing errors, improving efficiency, and remaining fully manageable, the AI Scale sets a new standard for operational excellence in quick-service environments.

